Crisis Management Cheat Sheet

Definition of a Crisis: Crises are show-stopping, people-stopping, product-stopping, reputation-defining situations that create victims and/or explosive visibility. Anything less falls more into the category of a problem or issue that, while disruptive, has far less potential to create explosive, unplanned visibility.

1 **Complete a Chapter Crisis Management Plan and identify a reliable Response Team prior to event**

Your Chapter Crisis Management Plan should have guidelines and contact phone numbers. Your Response Team, are your "go-to" people during a crisis. Be sure to consider National Council/Staff members, Alumni, Advisers, and University personnel.

2 **Recognize the crisis**

Is this a Crisis, or is this a Problem/Issue?

3 **STOP victimization**

Contact appropriate emergency services (Call 9-1-1) and be open and honest with them. Do not jump into the middle of a fight or anything of that nature.

4 **Assign Response Team Members to work with Emergency Services**

Begin fact-finding process: What happened? Who is involved and responsible? When/where did the event(s) occur? Where does the problem exist and where might it expand?

5 **Inform Attendees of Situation and Next Steps**

Launch a Phone Tree System, text message, or via a private group alert system.

6 **Report the Crisis to Phi Sigma Pi National Offices**

Call the National Offices at 717-299-4710 and send completed incident report to pspoffice@phisigmapi.org

For all media inquiries, use the following, "We are aware of a situation and are currently completing the fact-finding process. All questions can be directed to the Executive Director of Phi Sigma Pi at 1-800-366-1916."